

POLICE COMMUNICATIONS SUPERVISOR

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses a responsible supervisory and technical position, with responsibility for planning, maintaining and operating the police department communications facilities and services. Duties include scheduling and reviewing the work of subordinates, training new communications officers, and completing records and reports required, as well as performing regular dispatching duties. The employee of this class has the authority to work independently in most areas, and performs duties with only general instructions. This class reports to and has work reviewed by a Police Captain.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Plans, organizes, assigns, and directs division operations with respect to personnel. Sets goals and objectives for the division. Handles complaints from the public concerning problems in the Communications Division. Sees that all necessary information (such as lists of officers' names, work locations, and related information), needed to be able to correctly dispatch calls is available to communications personnel. Reviews incoming communications, making assignments to staff and writing comments and notes as necessary in order to route work to the appropriate person or location.

Supervises subordinate communications personnel in the performance of all dispatching functions of the Police Communications Division. Inspects appearance of equipment and personnel, assigns work and work schedules, evaluates work performance of subordinates and reports on such to superiors when required. Reviews reports written by subordinates in order to determine if jobs were completed effectively and in accordance with departmental procedures. Provides technical assistance when needed to employees supervised by answering questions and providing back-up support. Counsels employees who are experiencing work problems and resolves employee complaints and grievances.

Sees that all new employees receive necessary formal and informal training. Personally provides on-the-job instruction in the operation of communications equipment and related areas. Participates in training provided by the department on communications and related areas.

Insures that accurate records of departmental activity are maintained. Personally completes forms and records required. Develops new forms or revises old ones in order to improve accuracy and efficiency of

documentation. Writes letters in answer to written or oral requests addressed to the Police Communications Division, or as needed to handle problems or to address other needs of the Police Communications Division.

Supervises subordinate personnel who answer emergency and non-emergency telephone calls, making sure that the correct procedures are followed in processing information into the computer. Oversees the dispatching of units using physical files or computer indexes. Supervises personnel that keep track of the location and status of each unit at all times. Oversees subordinate employees who take requests for assistance from units and provide for requested assistance. Directs the relaying of information or the answering of questions which come in by radio from field units. Supervises employees in the use of designated computer codes to send or receive messages concerning auto licenses, drivers' licenses, runaways, criminal records, or related matters from NCIC or other law enforcement agencies. Supervises the monitoring of burglar alarms and emergency radio frequencies such as those utilized by the sheriff's department, state police, or the fire department in order to keep track of activity in area covered.

Provides for the repair of any malfunctioning communications equipment according to department procedure. Directs the testing of radios in police units on a set schedule by sending and receiving messages.

Performs any related duties required.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, being a qualified elector of the State of Louisiana, and must pass a civil service examination for that position.

Must have a valid Louisiana driver's license.

After offer of promotion, but before beginning work in this class, must pass a medical examination prepared and administered by an authorized Doctor authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without reasonable accommodation.

Must have at least three (3) years full time dispatching experience in a communications division of a law enforcement agency.

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